

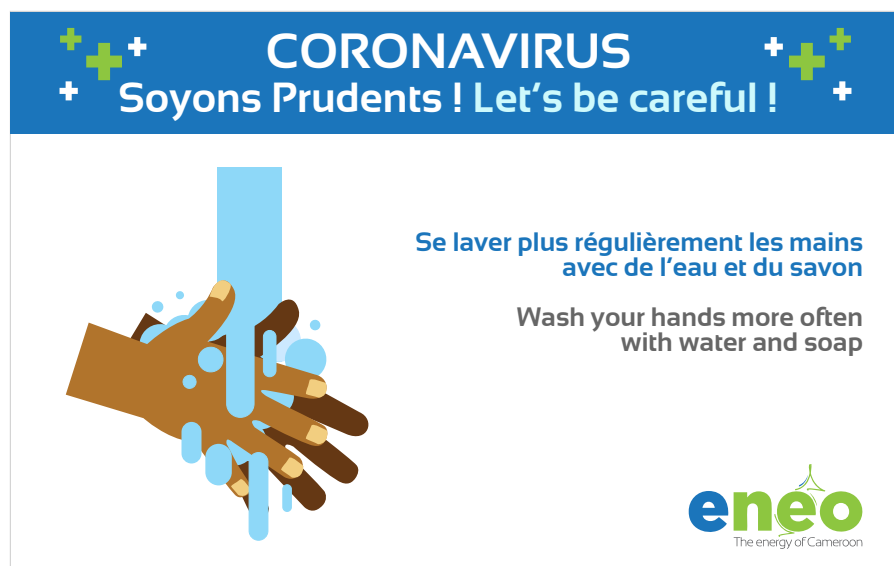
# STAKEHOLDERS BULLETIN

Eneo Cameroon quarterly briefing note on electricity service

May 2020

## Eneo Emergency Management Team:

The Emergency Management Team steers the COVID-19 strategy to protect staff, partners and customers.



As the COVID-19 crisis rages on, Eneo is sparing no effort to ensure continuity of electrical service to its customers.

For Eneo in particular, COVID-19 adds to other significant external constraints, very often economic and systemic. In this particular context, the company has developed a prevention and protection strategy for its staff and customers, managed by a crisis committee: the Emergency Management Team, chaired by the GM.

To ensure continuity of service, the committee took appropriate technical and commercial measures at an early stage.

**Regarding generation:** Eneo ensures that the power plants under its management continue to generate all the electricity required, within the limits of the available means, while maintaining the safety of the entire system.

**Regarding distribution:** Fault clearing teams are on alert to reduce the duration of outages, as required. To achieve this, teamwork effort will be required between all the actors in the sector. The quality of service and the safety of the network and people also depends on maintaining the safety system in the field during critical maintenance, control and normalization of electrical installations.

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**Regarding Commercial:** Protection and customer information arrangements have been set up in agencies. The COVID-19 pandemic is pushing companies to accelerate their digital transformation timetable. On this point in particular, Eneo is already making significant progress and recommends that its customers avoid moving around and use all the secure digital facilities available to them, in priority.

This information note presents the company's results on a few key performance indicators for the first quarter of 2020.

# ACCESS TO ELECTRICITY AND DEMAND COVERAGE

## New connections and active customers

*Eneo has recorded fewer new connections, compared to the same period in 2019.*

In the first quarter of 2020, there was a downward trend in new connections made, compared to 2019.

Despite this, there is an increase in new active customers, 119,630 compared to 2019. Thus, the number of active customers, 1,392,165, is up 9.4% compared to last year.



## On the average execution timeframe

*On average, a customer who requested a service connection waited twice as long as in 2019 to be connected.*

Even though the time taken to execute most of the new connections has improved compared to 2019, the average time taken to complete connections has increased. The average connection time has gone up from 3 to 4 days in urban areas and from 7 to 9 days in rural areas.

The main reasons for the decline in new connections and the longer connection timeframes include the scarcity of wooden poles, the security situation in the Southwest and Northwest regions, problems with the supply of dedicated equipment and, of course, COVID-19, which has an impact on operations since March.

## Demand vs. supply coverage

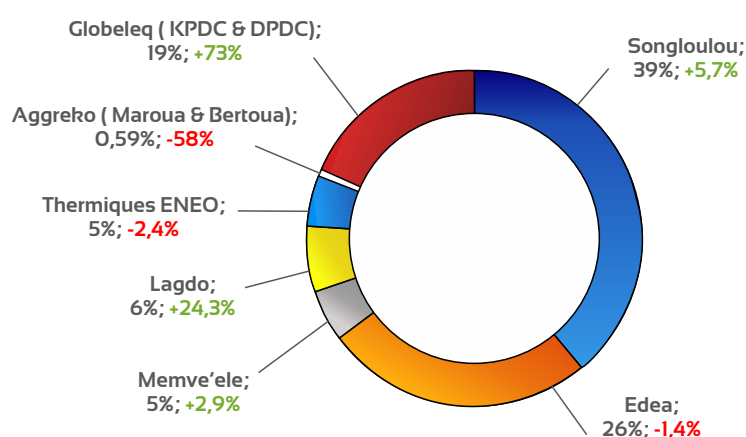
*In the first quarter of 2020, Eneo covered demand relatively well. In hydro, generation improved by 2.87% compared to 2019, while in thermal it fell by 32.66%. There was a lot of rationing in some thermal power plants, due to insufficient fuel oil, because of huge cash constraints.*

There was growth in demand from the public sector (+3.3%), mainly led by the increase in new customers, and an upturn in activity at some cement plants. Conversely, the decline in activity of some large customers (Alucam, Socrat, etc.) contributed to better supply management in the public sector.

The Centre and the South benefited from the contribution of Memve'ele to meet growing demand.

In the Far North, very good water conditions helped increase generation at the Lagdo hydropower plant in response to growing demand. No rationing was recorded in this part compared to previous years.

### Energy supply



Contribution of power plants in the meeting of demand

In the East and South-West Mounjo regions, there was an increase in rationing of energy generated in the isolated thermal power plants following the fuel oil deficit.

The good runoff at the hydroelectric generating stations, combined with the input from Memve'ele, are factors that contributed to good coverage of demand. The overall availability rate of generating facilities deteriorated by 1.67% compared to 2019, but was 1.82% higher than forecast, mainly due to a decrease in scheduled work (preventive maintenance) at some hydro and thermal generating stations.

The good performance of generating units in hydro and thermal power plants, as well as the decommissioning of certain obsolete units in isolated power plants, contributed to the decrease in incidents.

## De votre domicile, payez votre facture d'électricité en toute confiance et sérénité

- > Reçu disponible via **my.eneo.cm**
- > Pas de coupure pour impayés si vous réglez dans les délais

## From your home, pay your electricity bill in all confidence and ease

- > Receipt available via **my.eneo.cm**
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Pour plus d'informations



**8010**

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## QUALITY OF COMMERCIAL SERVICE Optimizing digital solutions for customer satisfaction

*The digitalization of Eneo's services and businesses is an essential component of the company's transformation. In fact, the numerous digital services developed are an asset both for customers and for the company.*

The current health context provides an opportunity to further promote these tools, and Eneo is working to offer its customers an attractive digital experience so that they can together resolutely embrace the digital age. The company's ambition is to accelerate the digitalization of its all its commercial process in an efficient manner.

In order to limit the need to moving around, **Eneo urges its customers to use its electronic services as a priority:**

► **Access your electronic bill from your phone:** The following options are now available for viewing and downloading bills and payment receipts:

- Send your contract number by SMS to 8010
- Send your contract number by WhatsApp to 699119911

- Enter your contract number online at [ebill.eneoapps.com](http://ebill.eneoapps.com)

These three choices are available with at least 10 months of bill and payment receipt history. The customer can subscribe to electronic billing by accessing the link: [subscription.eneoapps.com](http://subscription.eneoapps.com)

► **Pay by phone.** En accord avec ses partenaires, les frais de paiement par téléphone sont suspendus pour les factures réglées via Mobile Money (déjà effectif avec Orange et MTN pendant la crise sanitaire COVID19. Factures jusqu'à 25 000 pour Orange et toutes les factures chez MTN).

Eneo reassures its customers that it is safe to pay electricity bill via its partners. An application has been developed and rolled out that instantly takes into account electronic bill payments. This avoids disconnections for unpaid bills to those who pay on time (10 days after the online bill is issued) via our approved partners. Eneo receipts for these payments are available via [my.eneo.cm](http://my.eneo.cm).

► **Get information or report technical and commercial concerns online** via Live Chat on [www.eneocameroon.cm](http://www.eneocameroon.cm), the online agency **MyEasylight**, the Call Center at 8010, and dedicated WhatsApp Customer groups.

► **Verify the identity of Eneo employees:** : to avoid malpractices, customers can request to verify the identity of the Eneo field agents they are dealing with, by sending Employee: Matricule through SMS to 8010 or via WhatsApp to 699119911

► **Use Eneo's prepaid solution.** . With more than 20,000 pre-paid meters installed to date, the company offers its customers a guarantee of peace of mind and safety. More than ever before, during the COVID-19 crisis, they can enjoy electricity without physical interaction with an Eneo employee. They don't have to wait for a bill, so there's no need for meter reading at homes. They can even purchase energy via Orange Money, Mobile Money, AfrikPay and soon YUP, without having to leave the house, and with no telephone payment charges.

# QUALITY OF TECHNICAL SERVICE

## Public safety

*Eneo deplores 3 deaths and 7 public injuries due to the state of our network (poles in poor condition) in the first quarter of 2020, compared to 2 and 8 respectively in 2019.*

The major cause of the state of the network remains the shortage of wood poles resulting from a disruption in the supply of raw wood poles from the Northwest region, where approximately 90% of wood poles originate. To offset this shortage, the company has begun the process of acquiring new forests in the Western region. Partnerships have also been entered into with local suppliers for the manufacture of concrete poles. The program to replace 90,000 rotten wood poles has been accelerated and the time to handle critical cases reported on 8010 and on social networks has been further improved.



## Non-distributed energy

There are unserved energy in Generation, transmission and distribution. This part presents unserved energy only in generation and distribution.

### In Generation

*Overall, generation performed well, thanks mainly to good water conditions. Despite a strong increase in non-distributed energy.*

The main causes are rationing, which inevitably takes place on the Southern Interconnected Grid due to the prolonged fuel deficit in some thermal power plants, a weakened cash flow, congestion at some key transmission facilities, and finally the forced unavailability of some generating units in remote power plants.

### In Distribution

*Although more incidents were recorded than last year, the average interruption time due to incidents improved (from 8h to 5h). This is the result of various reorganizations with a better response from the maintenance teams, and the creation of an intervention team in the Source Stations, among others.*

Also, incidents due to vegetation are down significantly, thanks to the continuation of the Bulldozer line cleaning program. In 2020, more than 500 kilometers of lines will be cleaned.

The main causes of unserved energy are : Faults on overhead and underground cables, transformers and other facilities.

The acceleration of investment works, which have been delayed, is critical for a significant improvement (replacement of poles, replacement of cable sections in the cities of Douala and Yaoundé, protection of distribution transformers, etc.).

Top 10 power lines with the highest number of outages due to incidents:

- The Mbouda-Dschang line
- Yaounde: the line supplying Biyem-Assi, Obili
- Douala: the line supplying St Michel, Tergal,

*Nylon, New town, Brazzaville, Bonaloka, Inter Douala Airport, Airport Zone*

- The D34 line in Sangmelima
- Yaounde: the line supplying Emana, Messassi, Nkolondom, slaughterhouse, Ngousso in front of Genyco hospital
- The D32 line Kribi
- The D33 line in Tiko
- Douala: the line supplying Ari, Ngodi Bakoko, Mbanga Pongo, Mboko
- Bafia: the line supplying Kikot, Ndom, Bokito, Bafia, Ombessa...

In general, the power restoration times in these localities have increased for the following reasons:

- The COVID-19 health crisis
- Difficulties to access the networks (because of vegetation, mangroves) in the Centre, Sanaga Ocean and East;
- The security situation in the South-West and North-West regions and the Far North;
- Difficulties in the supply of wooden poles.



# SOME MAJOR ONGOING INVESTMENTS

## In Generation



Construction work on the Lomié solar power plant started on 10/02/2020.  
Overall progress rate of 85% by March 2020



New, larger-capacity units in Djoum (left) and Ngaoundal (right) replacing 8-year-old units, reducing the risk of rationing in these localities

Description of the investment		Benefits	
Standardization of the Kye Ossi power plant retroceded to Eneo by the State		<ul style="list-style-type: none"><li>• More functional plant equipment ;</li><li>• Better capacity to evacuate all the energy generated to households and businesses in the border town;</li><li>• Sufficient fuel storage capacity to cover 15 days of operation;</li><li>• A site that can be operated safely;</li></ul>	
Construction of a 125 KWc solar park with batteries in Lomié		<ul style="list-style-type: none"><li>• Reduce the amount of non-distributed energy to customers ;</li><li>• Reduced risk of outages, better continuity of service</li><li>• Diversification of sources of generation.</li></ul>	

## In Distribution and Commercial



Cleaning of critical lines with Bulldozer



Maintenance in substations, Distribution side





Fraud deprives regular customers of the safety and comfort they are entitled to. This poses a problem of social justice with systemic consequences: poor energy quality (voltage drop) due to overloading of transformers in areas affected by illegal connections; regular customers bear the financial burden of illegal consumers; accidents and fires, Eneo loses about 32% of the energy delivered to the public sector, with a direct impact on finances, thus on investments to improve/sustain the quality of service.



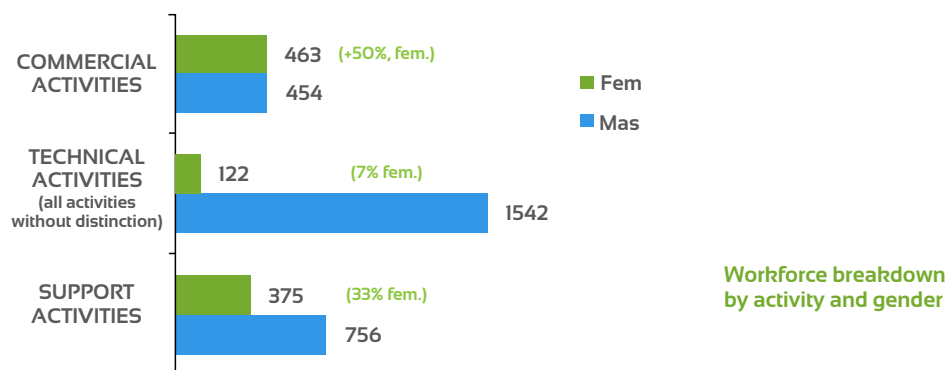
Eneo built and delivered all the power supply structures for the CHAN 2020 and AFCON 2021 sites in Yaounde, Douala, Bafoussam and Garoua, i.e. a total of 22 stadiums and annexes on time. 47km of underground network, 36km of overhead network on metal and concrete structure, 07 distribution stations.

## HUMAN RESOURCE

**Recruitment** : Since the beginning of 2020, 4 new recruits have joined the company. With 32 retirements, 11 lay-offs, a few resignations and deaths, the workforce at the end of the first quarter of 2020 was 3,712, compared to 3,772 at the same period last year. This represents a 2% drop;

**Worker workforce** : The average age is 41, compared to 42 in 2019, as a result of the many young recruits (more than 1,500) over the last five years;

**Diversity** : The representation rates of women in the various processes are distributed as follows:



## Eneo Cameroon launches first ever recruitment website

The recruitment site gives free access to all job offers and the possibility to apply directly online.

"This platform is the privileged channel that makes our recruitment process simpler, faster, more transparent and accessible to all," said Eric Mansuy, General Manager of Eneo Cameroon.

To access the platform, simply go to the company's official website: [www.eneocameroon.cm](http://www.eneocameroon.cm), and click on "Join us".

This interactive tool allows job seekers to:

- Discover the company and its operations
- Know the stages of recruitment at Eneo Cameroon
- Free access to all job offers
- Create a secure applicant account to apply directly to an online vacancy or submit an unsolicited application.

All information relating to recruitment campaigns in the company will be announced regularly, exclusively on this site.

Click on the following link to discover Eneo Cameroon's new recruitment site <https://jobsite.eneoapps.com>

Ranked among the largest employers in Cameroon, Eneo Cameroon relies on its human

capital which is its best asset to fulfill its missions. Since 2014, Eneo has recruited more than 1,500 employees with priority given to young men and women.

Eneo is committed to modernisation through the technological transformation of its operations with examples such as smart meters (prepaid and postpaid), the online agency MyEasyLight or mobile payments.

The company has the ambition to be a model of digital and human employer. Thanks to this unique digital platform, its recruitment process becomes simpler, faster, more secure and transparent. Working at Eneo means joining a synergy of skills at the service of the public.

**Eneo Job Portal**

[www.jobsite.eneoapps.com](http://www.jobsite.eneoapps.com)

*Discover Eneo,  
its businesses, its opportunities...*

Apply now for jobs or submit a spontaneous application online  
Exclusive, secure, simple and transparent.

For more information

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in Douala and Yaoundé or through our digital platforms*



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- ▶ I anticipate my consumption
  - ▶ I pay according to my financial means
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